

PTO-1449 INFORMATION DISCLOSURE STATEMENT BY APPLICANT	ATTY. DOCKET NO. 2685/111446	Serial No. 09/702,306
	APPLICANT - BROWN, et al.	
	FILING DATE - August 23, 1996	Examiner - W. Thomson

U. S. PATENT DOCUMENTS

EXAMINER INITIAL	PATENT NUMBER	PATENT DATE	NAME	CLASS/SUBCLASS
<i>W</i>	5,247,347	September 21, 1993	LITTERAL, et al.	358/85

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	COUNTRY	CLASS/ SUBCLASS	TRANSLATION	
					YES	NO
<i>W</i>	2,150,150	5/25/95	Canada	7/15	X	
	2,150,150 (application)	5/25/95	Canada	7/15	X	
	2,116,801	3/2/94	Canada	7/173	X	
<i>W</i>	2,116,801 (application)	3/2/94	Canada	7/173	X	

OTHER DOCUMENTS

EXAMINER INITIAL	AUTHOR, TITLE, DATE, PERTINENT PAGES, ETC.
<i>W</i>	MULTI CALL: Webcall - a real Virtual Call Centre!, November 1995, COMMUNICATIONS LTD

EXAMINER	DATE CONSIDERED
<i>W. Thomson</i>	9-23-01
EXAMINER: Initial If citation is considered, whether or not citation is in conformance with M.P.E.P. 609; strike out citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	

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STATEMENT BY APPLICANT(S)



Atty Docket No. : 2685/111446
 Serial No. : 08/702,306
 Applicants : BROWN et al.
 Filed : 23 August 1996
 Group Art Unit : 2758
 Examiner : D.M. Ovedovitz

2000/994774
 JC681U.S.P.T.O.
 11/28/01

FOREIGN PATENT DOCUMENTS

<u>Examiner Initial</u>	<u>Document Number</u>	<u>Date</u>	<u>Country</u>	<u>Class/ Subclass</u>	<u>Translation Yes</u>	<u>No</u>	<u>RECEIVED</u>
<u>DVO</u>	0 633 685	01/11/95	EPO		N/A		SEP 20 2000
<u>CND</u>	0 740 445	10/30/96	EPO		N/A		2700 MAIL ROOM

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CM 1. MACPHERSON G: *Why Call Centers Won't Escape the World Wide Web*, BUSINESS COMMUNICATIONS REVIEW, US, HINSDALE, IL, 1 June 1996, pp. 39-41

CM 2. C. LOW: *The Internet Telephony Red Herring*, HP LABORATORIES TECHNICAL REPORT, 15 May 1996, pp. 1-15

CM 3. S. JACOBS et al.: *Filling HTML Forms Simultaneously: CoWeb - Architecture and Functionality*, COMPUTER NETWORKS AND ISDN SYSTEMS, NL, NORTH HOLLAND PUBLISHING, AMSTERDAM, Vol. 28, No. 11, 1 May 1996, pp. 1385-1395

CM 4. B. WAKLER: *Paving the Way for a Paperless Empire*, NETWORK WEEK, GB, APT DATA SERVICES, LONDON, Vol. 1, No. 42, 10 July 1996, pp. 29-30

MM 5. KAUFMAN H.: *Call Centers in Cyberspace*, COMMUNICATIONS NEWS, Vol. 34, No. 7, 1 July 1997, pp. 20-21

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DATE CONSIDERED

William Thomson

11-16-02

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 Filed : 23 August 1996
 Group Art Unit :
 Examiner :

11/26/01
 09/994772
 U.S. Pat. Off.
 C921



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_____	_____	_____	_____	_____	_____

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_____	_____	_____	_____	_____	_____

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- AS 1. ASPECT TELECOMMUNICATIONS - *Agility™, Aspect Call Center® and Aspect EnterpriseAccess*, 2 pp. copyright 1996, 2 pp. copyright 1995
- AS 2. EDIFY CORPORATION, Santa Clara, CA: *WHAT IS PAGE CALL™?* 1 p.; *CyberSpace Meets Computer Telephony - The Voice Enabled Web*, 6 pp.
- AS 3. EDIFY CORPORATION, Santa Clara, CA: *EDIFY SOLUTIONS*, Banking Demo, 1 p.; *EDIFY PRODUCTS - About the Electronic Workforce*, copyright 1995, 1 p.; *EDIFY - The electronic Workforce, What's inside the Electronic Workforce?* 2 pp.; *Software for Interactive Services*, 2 pp.; *Customer Service*, 3 pp.; *Specifications for the Electronic Workforce*, 2 pp.; copyright 1995-1996

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Drew J. Andley 7/10/95
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RS 4. GENESYS TELECOMMUNICATIONS LABORATORIES, INC., Atlanta, 12/5/95 Press Release, 1 page; Genesys Canada Press Release, 2/9/96, 1 page; Advanced Intelligent Internet, 1 page; Corporate Overview, 3 pp.; Product Suite, 1 page; T-Server, 2 pages, Call Router, 3 pages; Call Center Manager, 3 pages; Concentrator, 1 page; SoftPhone, 2 pages

AD 5. Rockwell International Corp., Downers Grove, IL, 1995: Blending Personal Response with the Internet, by Tony Dezonno and Joe Anderson, 4 pp.

AD 6. SCOPUS TECHNOLOGY, INC.: WEBTEAM, 1996, 13 pages.

AD 7. SCOPUS PRODUCTS, 7 pp., 1996 copyright, SCOPUS PRODUCTS OVERVIEW, 3 pp., 1996 copyright

AD 8. SPANLINK COMMUNICATIONS, Minneapolis, MN: EXTRA-AGENT™, WEBCALL™, 4 pages

AD 9. AT&T: WebCall™ Schematic, 1996, 1 page; News Release, 4 Dec. 1995: AT&T, Spanlink to provide secur Internet links, 2 pp.

AD 10. SPANLINK COMMUNICATIONS, Minneapolis, MN: Spanlink Introduces WebCall™ Service Bureau, 2 pp.; WebCall product Info., 1995, 2 pp.

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David M. Zehig7/1/96

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RS 12. CALL CENTER Magazine: *Connecting Your Call Center to the Web*, May 1996, 3 pp.

RS 13. INDIVIDUAL, Inc., Burlington, MA: *Edify and InterLynx Team to Deliver Self-Service Human Resources Solution to Office Depot; Solution to Provide 22,300 employees Self-Service Benefits Enrollment*, 7 April 1995, 2 pp.

RS 14. INDIVIDUAL, Inc., Burlington, MA: *Promus Hotel Corp. Streamlines Call Center with Computer Telephony Integration from Edify; 300 Reservation Agents to Receive CTI Screen Pop From Edify Software*, 5 July 1995, 2 pp.

RS 15. INDIVIDUAL, Inc., Burlington, MA: *Aspect Telecommunications Announces Plans to Offer World Wide Web Solutions for Call Centers; New Web Interaction Capabilities for Agility will Transform Call Centers Into Even More Powerful Customer Information Transaction Centers*, 20 September 1995, 2 pp.

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David M. Archibald2/19/96

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AS 17. INDIVIDUAL, Inc., Burlington, MA: *Computer, Technology Tie-Ten Knot*, 29 March 1996, 3 pp.

AS 18. INDIVIDUAL, Inc., Burlington, MA: *ECS Competitive News*, 8/18/95 Phillips Publishing, Inc., 3 pp.

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